

Citizen Notificatoin

Locality	Product	Cost	Satisfaction	Use and Support
City of Manassas	CityWatch by Avtex on a W2k Pro. 16 lines	\$36k + \$4500/year maintenance	Somewhat. High incidence of vendor support needed	Used by Public Safety. IT staff maintains
City of Alexandria	Dialogic Communication Corporation	About \$70,000	We are just finishing the implementation testing and will have a final opinion in about a month	Police Communications administers and maintains
Prince William County	CityWatch	No details	No details	No details
Town of Blacksburg	First Responder from Tele-Works, Inc	We are a beta test site for them so they donated the software. List price is around \$40,000, with 15% annual support contract cost, plus hardware (win2k server).	Yes very! We are using this as a citizen communication tool and are receiving lots of good press and praise from the citizens. In addition we are using this as a staff call-out tool. Very powerfull!	Time spent setting up was significant and to get fit into our environment. All this was done by Technology Dept. Now Public Info Office handles the press release side of things - maybe 3 - 4 hours a week. Technology spends 0 to 1 hour week looking at issues. Be careful - this is a very complex system and few outside of IT get how this whole thing works. Our system involves a web server (DMZ), a First Responder server, a SQL server, and an email server (we had everything but the First Responder server already).
Loudoun County	ASAP Software for Sigma Communications Reverse 911 system utilizing Virginia State Contract VA-030700-ASAP	About \$97,000 initial and \$35,000 yearly	Currently installing. Unknown	The Dept. of Fire & Rescue will be responsible for street map updates. The maintenance of call lists will be shared by the Dept. of Fire & Rescue and the Loudoun County Sheriff's Department. The Dept. of Information Technology will coordinate the hardware/software maintenance with the vendor.